

THE CHRYSALIS CENTER

ANNUAL REPORT

January-December 2010

OUR MISSION

**Contributing to our community...
Creating hope...
Cultivating success in our clients.**

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To Our Clients and Friends:

Welcome to The Chrysalis Center. The Chrysalis Center provides behavioral health and support services throughout Miami-Dade, Broward, and Palm Beach Counties, to children, adolescents, and adults who are experiencing an array of needs including those that are emotional, social, cognitive, behavioral, and psychiatric in nature.

The Chrysalis Center prides itself in providing the highest quality care and employing professionals with a variety of specialties to meet our clients' needs. Our staff of over 450 professionals has extensive experience in behavioral health. These staff members provide quality services to over 5,000 children, adolescents and adults, on an annual basis.

Moreover, The Chrysalis Center strives to develop and maintain private and public partnerships, to encourage continuity, collaboration, and community involvement in service provision.

This Annual Report is intended to provide you with information on our services and our performance during this past fiscal year, which ran from January 1, 2010 through December 31, 2010. In the following pages, you will learn more about the services we provided, our source of revenue and some of the outcomes that we achieved. We are honored to participate in the provision of these services to our community. We thank you for being a part of it too.

Thank You,

The Chrysalis Center

VISION/PURPOSE

Chrysalis Center's vision and purpose is to provide a full array of behavioral health and support services to children, adolescents and adults of Florida, in response to needs identified by the communities we serve and in collaboration with various educational, health and social service systems involved with the clients. Together with our stakeholders, The Chrysalis Center's aspirations are that the clients we serve attain hope for their futures and the skills necessary to be successful and fulfilled. Our organization and its leadership are focused on the development and provision of quality services in order to yield positive results for our clients.

PHILOSOPHY

Chrysalis Center understands that each client and family come to us with their own unique personalities and issues. As such, we strive to provide services that are individualized, rather than attempting to fit a client into an existing program model. All services and clinical treatment are customized to the client's functioning and environment, from the time of intake through discharge.

Not only do clients and their families have unique personalities and issues, they also have unique strengths and abilities, that when emphasized enable the client/family to better function in their environment. Chrysalis Center's focus on building these client/family strengths and abilities, since these strengths are the foundation to success living.

We believe that our clients' progress is dramatically affected by the level of support of their social support/family system. As such, we encourage the client social support system, whether it include the family (biological, adoptive, foster parents, siblings, grandparents or other relatives), mental health and substance use disorder professionals and provider agencies, social, religious, cultural organizations and other natural community support networks to participate as a as a full partner in all stages of treatment. Whenever possible, services are delivered in the client's home, school or community, to draw upon formal and informal resources of the client's social support/family system, as well as, to promote the client's successful participation in the community.

As culture determines our worldview and provides a general design for living and patterns for interpreting reality that are reflected in our behavior, Chrysalis Center strives to provide culturally competent services that recognize and respect the behavior, ideas, attitudes, values, beliefs, customs, language, rituals, ceremonies, practices and characteristic of a particular group of people.

Further, The Chrysalis Center pursues collaboration with all the social service systems involved in the client's life, including educators, health care professionals, social service representatives, community organizations, spiritual leaders, and the legal system. Representatives from all these systems and the client/family collaborate to define the goals for the client, develop a service/treatment plan, develop the necessary resources to implement the plan, and to provide holistic services that meet all client/family needs in the least restrictive/least intrusive manner possible.

PROGRAMS AND SERVICES

The Chrysalis Center currently provides outpatient services (mental health, substance use disorder and psychiatric services), psychosocial rehabilitation services, case management services, therapeutic group care services, behavioral-health overlay group home services, and shelter care, which are detailed more fully below.

OUTPATIENT SERVICES PROGRAM

In our Outpatient Services Program, children, adolescents, and adults receive mental health and/or substance use disorder treatment at their locations or at our offices. Our program services clients in Dade, Broward, and Palm Beach Counties with behavioral health concerns. After thorough assessment and evaluation to determine treatment needs, individual, family and/or group therapy are provided. Comprehensive services also include psychiatric

evaluation and treatment, crisis intervention, psychological testing, assessment services, and treatment planning and review. The Chrysalis Center employs master's level or doctoral level clinicians to provide services to our clients. Within Outpatient Services The Chrysalis Center has a more specialized program outlined below:

STARRT Outpatient Program (Sexual Trauma and Risk Reduction Treatment)

STARRT Outpatient Program focuses on treating children and adolescents with problematic sexual behavior. STARRT serves children and adolescents displaying a wide range of sexual behavior problems. The goal of the STARRT program is to stop the cycle of child abuse and sexual offenses. Emphasis is placed on increasing client awareness of their personal sexual behavior problems and patterns, teaching them ways of monitoring themselves effectively, and fostering the development and internalization of self-control. Responsible behavior and safety are promoted throughout the program.

PSYCHOSEXUAL EVALUATIONS

Psychosexual assessments are narrative evaluations designed to assess children, adolescents and adults for sexual abuse, sexual reactivity, sexual acting out and sexual offender traits. A psychosexual assessment is an in-depth and detailed assessment of the sexually reactive client's emotional, biological, psychological, social, behavioral and developmental functioning within the school, home or community. It includes direct observation of the client in the clinical setting. It is intended to evaluate, integrate and interpret all existing and new information in order to guide future care, intervention, placement and services. It includes both subjective and objective testing. Clients are referred from The Department of Children and Families, Protective Services, MAT (Multidisciplinary Assessment Team), ChildNet, or other private parties.

MAT (Multi-Disciplinary Assessment Team) Staffings

MAT is a contracted weekly staffing of child-on-child sexual abuse cases to provide feedback and assistance to child protection investigators. Feedback is provided regarding both victims and offenders. Participating agencies include the Chrysalis Center, Broward Sheriff's Office (BSO), Department of Children and Families (DCF), ChildNet, Sexual Assault Treatment Center (SATC), the State's Attorneys Office (SAO), and the Guardian Ad Litem (GAL) Program. All agencies who participate in MAT provide recommendations for treatment and placement. Such recommendations are summarized in a written report and submitted to the Child Protective Investigator and ChildNet Child Advocate, who will implement the recommendations.

PSYCHOSOCIAL REHABILITATION PROGRAM

The Chrysalis Center's Psychosocial Rehabilitation Program is a person-centered recovery program designed to restore skills and abilities which are essential for independent living. In the Psychosocial Rehabilitation Program, clients who are experiencing functional deficits and interpersonal and environmental barriers created by their disabilities, are provided with tools to integrate successfully into the community, to restore their social skills for independent living and effective life management, and to increase their chances for productive employment and linkage to community supports. While clients can receive supportive counseling in a therapeutic environment, the primary focus of the program is to restore functional capability through enhancement of practical, daily skills related to self-care, independent living, vocational development and socialization. Groups and activities are structured to foster independence and appropriate socialization while raising self-esteem and competence necessary to meet client goals. Clients increase their knowledge and understanding of their psychiatric illness and develop skills to effectively cope with their symptoms and illness. Clients are actively involved in setting their personal goals and identifying the tasks needed to achieve these goals. Clients attend groups, practice skills, attend enrichment activities and participate in community outings.

CASE MANAGEMENT SERVICES

Mental Health Targeted Case Management Services assist clients in accessing needed services, including but not limited to, medical, social, educational, mental health, housing, insurance, employment, financial, and other services, so that our clients can function as independently as possible in our communities. Case Managers

coordinate the provision of quality treatment and support services in the most efficient and effective manner, advocate for their clients' needs, and follow-up with all services implemented to determine the status of and ensure the effectiveness of each services delivered. At admission, the case manager meets with the client to complete an assessment of the client's needs. The client's history is obtained and the client is asked about any strengths and areas of need. From this assessment, a service plan is created by the case manager and the client. The service plan identifies all of the client's needs, their goals, objectives to reaching their goals, what the client and case manager's responsibilities are in relation to meeting the goals, and the target date for achievement of goals and objectives. The service plan is reviewed regularly to ensure that the client is on target with meeting established goals and objectives, to add additional goals and/or objectives, and to ensure continued relevance of each service goal. Each month the case manager meets with the client in their home.

STARRT THERAPUETIC GROUP HOME-MONARCH HOUSE

STARRT THERAPUETIC GROUP HOME PROGRAM is a specialized program designed to provide treatment to sexually aggressive boys ages 13 to 17 who require intensive sexual behavior specific treatment and who have offended against another and can no longer be maintained in the community. The goal of the STARRT program is to stop the cycle of child abuse. Emphasis is placed on increasing client awareness of their personal sexual behavior problems and patterns, teaching them ways of monitoring themselves effectively, and fostering the development and internalization of self-control. Responsible behavior and safety are promoted throughout the program. Comprehensive services include sexual behavior specific assessment and treatment, individual, family and group therapy, psychiatric evaluation and treatment, treatment planning and review and care management. Our team of therapists are highly trained and supervised in this unique area of treatment. STARRT offers services at Monarch House. Monarch house has the capacity to house eight boys ages thirteen through seventeen. STARRT Specialized Therapeutic Group Homes receive referrals from throughout the United States. Referral Sources include: ChildNet, The Department of Children and Families, Providers, and Families.

THERAPEUTIC GROUP HOMES

Apollo and Cassius Boy's Group Home Programs respond to the need for long term care for adolescent boys between the ages of 12 and 17 who have been removed from their home due to abuse and/or neglect and who have failed in foster placement due to difficult behaviors and/or issues. Clients are referred to Apollo and Cassius Houses through ChildNet. Residents at the group homes are provided with a nurturing and safe therapeutic environment, room and board, 24-hour awake supervision, appropriate nutrition, independent living skills training, and recreational, educational, social and cultural activities. In addition, clients of Apollo House and Cassius House receive individualized mental health services, based on their needs. Such services include individual, group and family counseling, psychiatric care, psychological evaluation, and social rehabilitation and counseling. These programs are designed to promote self-sufficiency and personal responsibility, while helping in the development of effective, independent living skills. The programs not only encourages and supports the building of daily living skills, but more importantly, facilitates and cultivates each boy's emotional development and maturity. Apollo House is a six (6) bed home and Cassius House is an eight (8) bed home.

CRESCENT HOUSE

Crescent House Boy's Respite Program for Boys responds to the need for temporary care of boys in Broward County between the ages of 12 and 17 who have been removed from their home due to abuse and/or neglect. It also fills a void in the community for when male foster children are in need of a temporary place to stay because of a disruption or removal from their placement. Clients also include boys that are coming from juvenile justice settings that do not have a permanent placement to return to, and boys awaiting a permanent placement. At the Crescent House, clients receive a safe and nurturing environment, room and board, 24 hour awake supervision, appropriate nutrition, crisis intervention, life skills training, recreational, educational, social and cultural activities, and short-term case management to assist them with transitions in education, treatment, and placement needs. Clients are referred to Crescent House through ChildNet.

PROGRAM OUTCOME PERFORMANCE

Outcome measures reflect our desired outcomes for our clients as a result of receiving our services. The Chrysalis Center tracks these desired outcomes through clinical documentation, client satisfaction, incident reporting, grievance reporting, satisfaction surveys, as well as, formal and informal feedback from clients and their families. Benchmarks for outcome measure performance are established, which act as indicators of when outcome performance for a program is falling below an acceptable level.

During this past year, Chrysalis Center served approximately 5000 clients in all of our programs. Of those clients:

1. 99% of clients in our care were free from abuse and neglect while in care;
2. 90+% of clients expressed satisfaction with services offered by Chrysalis
3. No client grievances were reported
4. 80% of clients in the Outpatient Services Program improved in their emotional and/or behavioral functioning
5. 91% of clients receiving Psychosexual Assessments were evaluated within three weeks of receipt of approved funding.
6. 94% of Psychosexual Assessment reports were submitted within 30 days of evaluation.
7. 97% of MAT Staffing clients were be staffed within three weeks of referral.
8. 100% of MAT staffing reports were submitted within 5 business days.
9. 85% of clients in the Therapeutic Group Home Programs improved in their emotional and/or behavioral functioning.
10. 88% of clients in the Therapeutic Group Home Programs improved in their social, adaptive and independent living skill functioning.
11. 72% of clients in the Psychosocial Rehabilitation Program improved in their emotional and/or behavioral functioning.
12. 75% of clients in the Psychosocial Rehabilitation Program improved in their social, adaptive and/or independent living skills functioning.
13. 71% of clients the Case Management Services Program improved in functioning.

The Chrysalis Center is proud to have achieved its goals and objectives this year. A vast majority of our clients improved their emotional, social, behavioral adaptive and/or independent living skill functioning as a result of participation in our programs and our clients have remained safe and satisfied.

DEMOGRAPHICS

Client Ages

< 1% of clients served were under 5 years old
30% of clients served were between the ages of 5-9 years
29% of clients served were between the ages of 10-14 years
15%% of clients served were between the ages of 15-19 years
3% of clients served were between the ages of 20-24 years
6% of clients served were between the ages of 25-34 years
5% of clients served were between the ages of 35-44 years
6% of clients served were between the ages of 45-54 years
4% of clients served were between the ages of 55-64 years
<1% of clients served were older than 65 years

Racial, Ethnic and Cultural Composition

| | BROWARD CLIENTS | BROWARD STAFF | BROWARD COUNTY | DADE CLIENTS | DADE STAFF | DADE COUNTY | PALM BEACH CLIENTS | PALM BEACH STAFF | PALM BEACH COUNTY |
|-------------------------------|----------------------------|--------------------------|---------------------------|-------------------------|-----------------------|------------------------|-----------------------------------|---------------------------------|----------------------------------|
| % Males | 55% | 26% | 48.7% | 65% | 33% | 48.8% | 56% | 36% | 48.9% |
| % Females | 45% | 74% | 51.3% | 35% | 77% | 51.2% | 44% | 64% | 51.1% |
| % White (Non-Hispanic) | 23% | 31% | 46.2% | 15% | 12% | 17.6% | 36% | 59% | 62.1% |
| % Black | 44% | 42% | 25.9% | 38% | 22% | 19.5% | 33% | 16% | 16.9% |
| % Hispanic | 25% | 25% | 24.6% | 46% | 65% | 62.5% | 17% | 23% | 18.5% |
| % Other | 6% | 2% | 3.3% | 1% | 1% | <1% | 14% | 2% | 2.5% |

Community data provided by the most current US Census Bureau records (www.census.gov)

FUNDING

The Chrysalis Center accepts most insurance plans including all Medicaid and Medicaid Managed Care/PSN plans, Medicare and/or Medicare Managed Care Plans, and Private Insurance Plans. In addition, The Chrysalis Center is funded through ChildNet, Child and Family Connections, the Department of Children and Families, Private Fees and Sliding Scales.

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